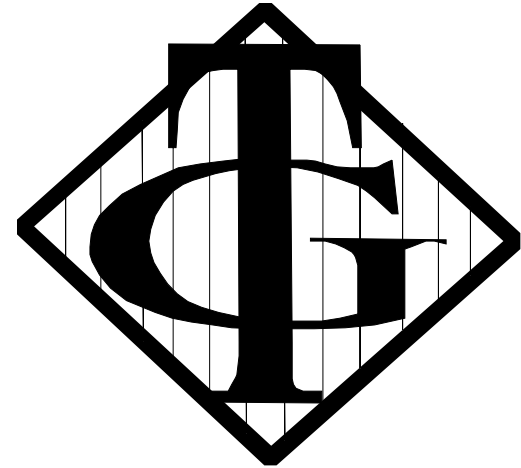


TEAM GILROY



VOLUNTEER SERVICE  
PROGRAM

*VOLUNTEER HANDBOOK*

City of Gilroy  
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# VOLUNTEER HANDBOOK

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*The City of Gilroy is an equal opportunity, affirmative action employer. If you require accommodations for a disability which is qualified under the Americans With Disabilities Act, please inform the City of Gilroy Volunteer Service Program Coordinator what type of accommodation is necessary.*

# WELCOME

Thank you for considering volunteering your time for the City of Gilroy. We will be glad to have you as a volunteer. We will do our best to make your volunteer work meaningful and exciting as possible. You will be providing a great service to your community by donating your time to help others. We are confident you will strive to contribute your best efforts to your chosen service.

Your return for your time will be appreciation from the City of Gilroy and the satisfaction you personally receive by doing something for someone else.

This Volunteer Handbook is prepared to provide you with basic information about being a volunteer. As you read through the handbook, you will find out who can volunteer with this program, what you can do as a volunteer, how to get started, as well as what your rights and responsibilities are as a volunteer. Once you have become a volunteer, you will need to check with your volunteer supervisor, as policies and rules will vary from department to department. If you have any questions, please contact your supervisor or the Volunteer Service Program Coordinator.

Thank you again for caring enough to volunteer!!



- \* Does not consider the consequences of his/her decisions or actions.
- \* Can not accept suggestions or criticism.
- \* Too much socializing with other workers or visitors.
- \* Has personal or family problems that interfere with work.
- \* Cynical, “what’s in it for me.”
- \* Is consistently negative or creates problems with the public or other employees.
- \* Any conviction of a felony or misdemeanor.
- \* Failure to obey any proper direction made and given by a supervisor.
- \* Reporting to work under the influence of any intoxicant or drug.

Volunteers may be terminated for the reasons stated above. Volunteer Supervisors and the Volunteer Coordinator have the authority to make all appointments, removal and disciplinary action decisions.

## DISCIPLINARY ACTION

Volunteers are bound to a code of ethics. When these are violated, then a reprimand is needed. With paid staff, this may be a letter of reprimand, a suspension, a demotion or a discharge. Regardless of the action, reasonable cause must exist for the action.

With a volunteer, he or she also can be reprimanded, suspended or discharged from his or her duties. Reasons for these actions may include but are not limited to the following:

- \* Insubordination
- \* Falsifying records
- \* Failure to perform your assigned duties as instructed
- \* Misconduct
- \* Failure to observe personnel rules or departmental rules, breaking confidentiality, etc.

If it should happen that a volunteer is discharged or suspended, he or she may contact the Volunteer Service Program staff and request a new assignment. The staff will help to find a more suitable placement for the volunteer.

## REASONS FOR DISMISSAL

Here is a list of some of the common problems that employers have with volunteers and employees:

- \* Absences from work too frequently or for questionable reasons.
- \* Has to be supervised too much of the time (does not follow instructions when given).
- \* Takes no initiative when something needs doing.
- \* Does not listen well.
- \* Arrives late or leaves early too often.

## PURPOSE AND GOALS

### ***Purpose:***

The City of Gilroy has established a City-wide Volunteer Service Program built upon the belief that both the volunteer and the City can benefit from such a partnership. Volunteers with knowledge, interest, or special skills can be of invaluable assistance to staff in completing projects or implementing programs, and share their experience with City staff as a team effort.

The City welcomes the participation from all segments of our community, and believes that volunteers involved in City projects will acquire a better understanding and appreciation of how their government works. Volunteer involvement can also strengthen neighborhood, community, and business partnerships with the City government.

### ***Goal:***

The City-wide Volunteer Service Program exists as the focal point for citizen participation in City projects. The City benefits from volunteer involvement by the enhancement and extension of the City's ability to provide services. The program will provide a centralized liaison between volunteers and staff, ensuring a uniform and consistent approach to volunteer coordination efforts.

## INTRODUCTION

The term “Volunteer” is defined as any person, who of his/her own free will, provides goods and services without any financial gain. Volunteers do not replace employees, rather their efforts supplement and extend the services to the City of Gilroy.

The Volunteer Service Program matches people with certain skills to areas within the City of Gilroy needing assistance. Volunteer experience can provide references for future employment and training for special interests.

The Volunteer Service Program helps volunteers get started through consultation and training to insure that the volunteer experience will be one of satisfaction and fulfillment for you.



Volunteers come from all backgrounds and all walks of life, but one thing is common - they share their sense of caring. High school and college students volunteer to gain work experience and to learn new skills. Young and older people of all ethnic groups volunteer for short or long term projects. Workers in transition keep up their skills until they acquire a new position. Some community members just want to give something back to their community.

You too can become a volunteer!!

- \* Develop goals based on your skills and interests
- \* Help meet community needs
- \* Meet people and broaden your horizons

can take on. Don't wait to be told what to do - seek out a task for yourself.

3. Be responsible and dependable: Follow through with all projects. Take on only what you can accomplish. If you can't make a deadline let your supervisor know ahead of time. Ask for help or guidance before a problem gets out of hand.

4. Have a good attendance record: Be on time! Always call if you are going to be late or sick. Don't miss work except for an illness or something unavoidable.

## RESIGNATIONS/TRANSFERS

The Volunteer Service Program hopes that you find the opportunities of volunteering both challenging and rewarding. We understand that circumstances and schedules change. If your situation should change and you can no longer volunteer in your current volunteer assignment, contact the Volunteer Service Program staff. It may be that another volunteer position can fit into your schedule.

If you should happen to have any difficulty in your volunteer work that cannot be settled, please contact the Volunteer Service Program staff. The staff will serve as a liaison and provide various options to improve the situation for those involved. However, the volunteers and staff are encouraged to try and work out any problems for themselves.

If your volunteer station is not providing you with the skills and learning opportunities that you desire, call the Volunteer Service Program and they will work with you to arrange a transfer to another department that will provide the experiences that you want.

timecard. Every volunteer is required to submit a complete and verified (by supervisor) timecard covering each month. Timecards are due within five (5) days after the end of the month. Timecards may be mailed or brought into the office. It is important that you sign and return timecards on time in order to be covered by our insurance.

## RESPONSIBILITIES OF VOLUNTEERS

All volunteers are expected to maintain confidentiality. You have an obligation to do so to both the department with which you work and to those who benefit from your work.

All volunteers bear the responsibility for the information that you give out, as do all employees. If you are in doubt, it is better to say so and try to get the correct information from your volunteer supervisor.

## GETTING THE MOST OUT OF YOUR JOB

Jobs you hold as a volunteer can prepare you for employment, so it is important to take advantage of these opportunities to acquire the experience, skills, and work behaviors that will be required of you in future jobs. The following suggestions will help you to become more successful and productive in your work:

1. Know what is expected of you: Ask questions when you are in doubt about your responsibilities. Develop good communication with your supervisor by setting up a time each week to meet together to discuss your progress, and to work out any problems.
2. Show initiative: Ask to help with special projects. Contribute new ideas or suggestions. See what different responsibilities you

## GUIDELINES AND EXPECTATIONS

1. We will try to keep the paperwork to a minimum. However for our records we will need you to complete the following material:
    - a. Application (prior to assignment)
    - b. Parent Consent form (prior to assignment if under the age of 18)
    - c. Monthly timecards (to be returned by the 5th of each month)
  2. You will be expected to follow the rules of the department you are assigned to. These rules will be explained to you by your supervisor.
  3. Should any problems arise during your assignment, please contact the Volunteer Service Program at 848-0460. We want your volunteer experience to be both enjoyable and a valuable All volunteers are expected to keep to your work schedule, as all employees do. If you cannot come in when you are supposed to, call your supervisor as soon as possible.
- All volunteers have the right and duty to further your knowledge and experience. Take advantage of available training and put forth an effort to upgrade your skills. This professional attitude towards your work will help make your volunteering more valuable to you.
- Each department will have different responsibilities and duties. ALL workers, both paid and volunteer, are expected to fulfill these to the best of their abilities, as they have been explained.
- It is necessary to approach volunteer work with a sense of commitment, open- mindedness, resourcefulness and initiative. By doing so, volunteering will be a rewarding experience. learning experience for you.

4. You are expected to be on time for your work assignment. If you are sick or unable to go to work on a particular day, please notify your supervisor immediately.

5. Be professional: All jobs demand mature and sensible behavior. Get a feeling for the appropriate dress and behavior at the workplace. Every office has its own rules and policies which you need to become familiar with. Do not make personal phone calls or use office time for personal activities unless you clear it with your supervisor.



6. Be receptive to constructive criticism: Listen to all suggestions and do not make excuses for your actions.

Show that you are interested in improving performance. Do not be afraid to make mistakes as long as you take responsibility for them and learn from them.

7. Participate in the workplace: Be attentive, efficient, and enthusiastic. Introduce yourself to co-workers and get involved. Show pride in your work.

8. Set goals for yourself: This pushes you to take risks and gives you short and long-term goals to accomplish in your work.

9. Find new ways to improve your skills and try to learn new skills such as computer entry, word processing, and speaking skills.

Enjoy your volunteer experience. The more you put into your work, the more you will get out of it.

## INSURANCE FOR VOLUNTEERS

Volunteers may have accidents on the job. Even with the best of safety programs some accidents will occur. Once you begin your volunteer service, we encourage you to discuss any safety concerns or methods to improve the safety of your volunteer worksite with your supervisor.

Volunteers are covered under the City of Gilroy's Workers' Compensation Insurance. Coverage is provided to any volunteer who is properly registered and is actively involved in volunteering. It is very important to turn your timecards in every month to verify your hours and involvement with the program.

Should an accident or incident occur, report it to your supervisor and complete an injury report form. If you have any questions or concerns, ask your supervisor or call the Volunteer Service Program.

## RECORDING VOLUNTEER HOURS

Timecards are necessary for us to keep an accurate record of your contribution to the department with which you serve. Be sure to record your hours each day.

Keeping track of volunteer time is extremely important as these records are needed for insurance purposes, recognition, and evaluating the volunteer programs. Also, you might want to keep track of the hours and departments that you volunteer for as more and more employers are accepting volunteer work as qualifying experience for employment. Employers will need to know detailed information on volunteer jobs held including starting and ending dates, approximate number of hours volunteered, and duties performed.

It is the responsibility of the volunteer to keep an accurate